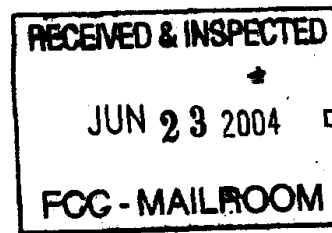


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EXECUTIVE SECRETARY

Georgia Public Service Commission

244 Washington Street SW
Atlanta GA 30334-5701
(404) 656-4501 or 1 (800) 282-5813
fax: (404) 656-2341
www.psc.state.ga.us

June 21, 2004

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

In Re: CC Docket No. 98-67 – Annual Log Summary of Consumer Complaints
Concerning TRS – State of Georgia

Dear Ms. Dortch:

I am responding on behalf of the Georgia Public Service Commission (GPSC) to the requirement contained in the Improved TRS Order; 47 C.F.R. § 64.604 (Mandatory Minimum Standards) for the annual submission of states' telecommunications relay service (TRS) consumer complaint log summaries for the 12 month period ending May 31, 2004 on or before July 1, 2004.

The GPSC has received three complaints concerning the Georgia TRS during the period June 2003 – May 2004.

1. On October 23, 2003 the GPSC received a complaint via telephone from an individual, who identified herself as a former Communications Assistant at the Georgia Rely Center, who reported that fraudulent calls were being placed through the Georgia Relay Center via the IP Relay call option. This individual followed up with a written statement of this complaint. The GPSC investigated this complaint over a period of months, including frequent contact with the Georgia Relay service provider, AT&T, and contact on this subject with the FCC. A solution to this problem was finally found when AT&T took the following action as described in an email to the GPSC on April 19, 2004:

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List A B C D E

"AT&T Statement Regarding IP Relay Service Fraud


All IP Relay Service is for use only within the United States and its territories. However, AT&T is aware of attempts by some callers in foreign countries to use IP Relay service for fraudulent purposes.

AT&T is using the sophistication and intelligence of its global network to prevent those IP Relay calls from reaching AT&T relay centers, by blocking IP addresses from foreign countries. Blocking has been very successful and AT&T will continue to use this approach to prevent IP Relay fraud and unauthorized use."

2. On April 23, 2004 the GPSC received an email from a subscriber who reported that he had been receiving offensive telephone calls through the (Georgia) relay system and requested a relay block be put in place on his residential telephone number. The GPSC forwarded this request to AT&T who confirmed on April 26, 2004 that a relay block had been placed on the number requested.
3. On May 10, 2004 the GPSC received a request from a subscriber, who reported receiving an objectionable telephone call through the Georgia Relay, for the placement of a relay block on her residential telephone number. The GPSC forwarded this request to AT&T who confirmed on May 11, 2004 that a relay block had been placed on the number requested.

The Georgia relay service provider, AT&T, will be submitting its annual log summary of consumer complaints concerning the Georgia TRS directly to the FCC. GPSC staff reviews these complaints on a monthly basis as they are reported by AT&T, including the resolution of each. A copy of AT&T's Georgia Relay Service Annual Consumer Complaint Summary June 2003 – May 2004 which was received by the GPSC is attached.

Sincerely,



Ketron (Ken) Ellison
Assistant Director
Utilities Division

Enclosure

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Error! No index entries found.**June 2003**

TTY June 10, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience. Advised this information would be documented and forwarded to Relay Customer Service.

Contact Closed: June 10, 2003

FCC: Answer Performance

July 2003 – Nothing to report.

August 2003

TTY August 1, 2003

The customer complained about the first CA's typing errors, and that the second CA hung up on him/her.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the managers of both CAs would follow up accordingly.

Contact Closed: August 1, 2003

FCC: Typing Issue

TTY August 19, 2003

The customer complained they were unable to reach the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and advised the situation would be reported.

Contact Closed: August 19, 2003

FCC: Answer Performance

TTY August 21, 2003

The customer complained that the CAs misspell information and do not relay verbatim.

Category: Other (CA/OPR)

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience and thank the customer for providing feedback.

Contact Closed: August 22, 2003

FCC: Verbatim

TTY August 23, 2003

The customer complained about that the CA made several typing errors and did not follow instructions.

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 23, 2003

FCC: Typing Issue

Voice August 30, 2003

The caller complained that she could not reach the relay service until after noon.

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and advised the situation would be reported.

Contact Closed: September 2, 2003

FCC: Answer Performance

September 2003 – Nothing to report.

October 2003 – Nothing to report.

November 2003

Voice November 3, 2003

The customer complained that the CA was making inappropriate side comments during the call.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Thanked the customer for taking the time to provide feedback.

Contact Closed: November 3, 2003

FCC: Transparency

TTY November 8, 2003

The customer complained the CA was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: November 8, 2003

FCC: Answer Performance

December 2003

TTY December 6, 2003

The customer complained he had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to customer.

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004**

Contact Closed: December 6, 2003
FCC: Answer Performance

January 2004 – Nothing to report.

February 2004

TTY February 17, 2004

The customer complained about delays before placing her calls, and during the call itself.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer her comments would be shared with Customer Service.

Contact Closed: February 17, 2004

FCC: Answer Performance

March 2004 – Nothing to report.

April 2004 – Nothing to report.

May 2004 – Nothing to report.

AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

State of Georgia - Totals

As of June 7, 2004

	2003							2004					
Georgia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE			1			1							2
TTY	1		4			1	1		1				8
TOTAL	1	0	5	0	0	2	1	0	1	0	0	0	10

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

State of Georgia - Complaint Summary by Category

As of June 7, 2004

	2003							2004					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency						1							1
Confidentiality													0
Verbatim			1										1
Typing Issues			2										2
In Call Replacement													0
Answer Performance	1		2			1	1		1				6
Gender Accommodation													0
Total	1	0	5	0	0	2	1	0	1	0	0	0	10